

# Darco Southern, Inc.

## Success Story

One of a series of articles celebrating the success of companies using today's information technology to solve operational problems common within their industries and beyond.



David Durnovich, President & CEO



### A Quick Summary

#### Company Profile

Manufacturer of gaskets, packing and other sealing devices, primarily for use in high-temperature applications.

#### Information System Needs

The need was for a versatile, reliable and easy to use system to handle the company's accounting and order processing applications. The software being replaced was custom written for a Data General minicomputer in the early 1980's in the Business Basic language.

#### Current Software & Hardware

SouthWare Inventory/Sales and Accounting software plus Assemblies Adapter, running on Hewlett-Packard servers with ten desktop PC's from Dell and Hewlett-Packard.

#### Benefits

SouthWare easily handles all of their needs accurately and with a minimum of effort.

#### Comments

"We are on the latest revision of SouthWare. I like how easy it is to upgrade!"  
—Janice Cummings, CFO

William McAllister, founder of Darco Southern, made the decision in 1976 to establish his new company in Independence, Virginia. Situated high on a hill at the edge of this beautiful Southwestern Blue Ridge Mountain town, Darco Southern quickly became successful, and continues that tradition today by providing high-quality specialized products to a loyal customer base throughout the United States.

Darco Southern manufactures and distributes a variety of gaskets, mechanical packing and fluid sealing devices. Many are used in heavy industries such as petrochemical and steel, and most are for use in high-temperature environments.

Other products include specialized fabrics used for welding blankets and steam line insulation, for example. Asbestos and ceramics were once used for these applications, but both are a health hazard. The fabrics now in use contain fiberglass. Other materials used include Kevlar and rubber, with different binders depending on the application.

Many Darco Southern products are made to customer specifications, which is one of the company's competitive strengths. Their manufacturing processes consist of "cut and sew" types of operations which are labor intensive and very dependent on the skill of the workers. Darco Southern's long-term employees are highly skilled and take pride in their work. This enables the company to produce a quality product at competitive prices, backed by excellent customer service.

For more information please contact Carolina Cipher at 800-948-9968X5, Email [sales@ccipher.com](mailto:sales@ccipher.com), or visit us at [www.carolinacipher.com](http://www.carolinacipher.com).

 **Carolina Cipher**  
Business Software Solutions Since 1977



**“SouthWare is very user-friendly. Payroll is easy and simple, and only takes me about 20 minutes each time. I have used two other software packages elsewhere that are difficult by comparison. I much prefer SouthWare.”**

**—Janice Cummings, Secy./Treas. & CFO**



**Janice, please tell us more about your company's history.**

Darco Southern was very successful for many years, with steady growth and profitability. After Mr. McAllister retired, under the new management the company went through a difficult period and came very close to closing. It was deeply in debt and its reputation suffered. In order to keep the company open, twenty-two local people purchased it in February 2003. Three of the stockholders are active in the organization. David Durnovich is President/CEO, Roger Billings is Operations Manager and Janice Cummings is Secretary-Treasurer/CFO. We are slowly recovering, making a small profit last year and doing even better so far this year.

**How large is your company?**

We are projecting sales of \$3.4 million this year, which will be about 15% over last year. We have 21 employees, plus a lot of temporary workers seasonally. Our facilities have expanded several times, and currently total about 32,000 square feet.

**Who do you sell to?**

Most of our products are used by heavy industry, and many customers are large companies. We sell directly and through distributors. We also sell our fiberglass rope, for example, for use in the home in Mama Bear & Papa Bear stoves. Our largest customer is Cleaver-Brooks, a division of Aqua-Chem, Inc.

They manufacture boilers, resulting in an aftermarket of repair kits required for annual maintenance. The kits include fasteners, tape, rivets and gaskets. We buy some of the components and manufacture others. The SouthWare Assembly Adapter module will help us a lot with this operation as soon as we are able to implement it.

**How do you use SouthWare?**

We use all the accounting modules. I supervise Accounts Receivable and do all the work in Accounts Payable, General Ledger and Payroll. We use the Purchasing, Inventory and Sales modules extensively. Our three customer service people have easy access to inventory, invoice history and other past history while the customers are on the phone, so there is usually no need to call them back.

**What do you like best?**

Personally, I find it very helpful that GL transactions can be double-checked before actually posting. SouthWare is a clean, reliable system.

**Please describe your relationship with Carolina Cipher.**

Any time we have problems they are addressed quickly and professionally. All of the people I have worked with are just outstanding, very knowledgeable and helpful. We have depended on Carolina Cipher since our first computer in 1982. I can't think of anything bad to say!